HOW TO TAKE CARE OF YOUR HOME

ONTARIO
NEW HOME
WARRANTY
PROGRAM

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Welcome to your New Home

Your new home has been constructed by a builder registered under the Ontario New Home Warranties Plan and has been built to meet the requirements of the Ontario Building Code.

The combined performance of more than 3000 component parts in a modern house depends not only on quality construction and materials but is affected by conditions caused by the elements—and the occupants—that may be beyond the control of the builder.

This booklet contains valuable information to assist you in understanding the make-up of your home and to assist in its care and maintenance. Following the recommendations will help to ensure that you have many years of enjoyment in your new home with a minimum of problems. It will serve to protect what is probably the most important investment families may make in a lifetime. There are long-term benefits in terms of comfort and economy to be realized in following the recommended maintenance procedures.

In addition, this booklet contains information respecting the protection afforded by the Ontario New Home Warranties Plan under the Warranty Certificate you have received from the ONTARIO NEW HOME WARRANTY PROGRAM, the Corporation appointed by the Government of Ontario to administer the Plan.

First, a word about how the Program came into being.

For some years, many builders represented by the Housing and Urban Development Association of Canada together with the Government of Canada and the Provinces considered the setting up of a National Warranty or Certification Program for New Home Buyers. Efforts proved fruitless and in the Fall of 1975 the Ontario Council of the Association applied for a charter and established a non-profit no share corporation to register Ontario builders who would extend Warranties to New Home Buyers on a voluntary basis. Operations of the ONTARIO NEW HOME WARRANTY PROGRAM (the Corporation) commenced May 1st 1976.

Based largely on the Procedures and Operations of the Corporation, the Ontario Government introduced the Ontario New Home Warranties Plan Act in the Legislature. It was passed in June 1976. In September the Government promulgated portions of the Act and named the ONTARIO NEW HOME WARRANTY PROGRAM the Corporation to administer it. The Act was proclaimed in full as of December 31st 1976 and the Regulations were gazetted in December.

Since January 1st 1977 the Corporation, the ONTARIO NEW HOME WARRANTY PROGRAM, has administered the Act, under which all Builders and Vendors offering homes for sale must be registered by the Corporation, and give the Warranties provided in the Act to New Home Buyers. While the builders give the Warranties, the Corporation protects the Purchasers if the Builders default.

It is a prime example of how private

enterprise and government can work together in the interests of consumers. As a result, buyers of new homes in Ontario are assured that their interests and investments are better protected than anywhere else in the world.

This booklet is presented to you with the compliments of the ONTARIO NEW HOME WARRANTY PROGRAM. Please read it through and then keep it handy for ready reference.

Whether you have purchased a single family residence, a duplex, a townhouse or a condominium home, it's likely to be the most important investment you have ever made—and maybe the largest.

That's why you should know about the consumer safeguards that protect your interest—and your investment.

It is important that you fully understand the conditions under which you are protected and the proper procedures to follow should complaints or disputes arise.

Most defects appear in the first year of occupancy and are usually of a minor but annoying nature. Under the terms of the Ontario New Home Warranties Plan your builder is committed to correct building defects and deficiencies in workmanship and materials during the first year of ownership.

In addition, all major structural defects are the responsibility of the ONTARIO NEW HOME WARRANTY PROGRAM (ONHWP) during the second, third, fourth and fifth years.

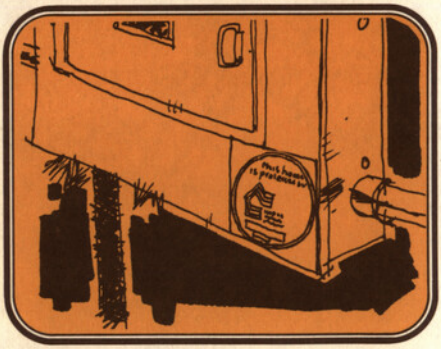
First year protection

Your builder guarantees the repair of defects in materials and workmanship during the first year after you take possession of your home—at no cost to you.

At the time you took possession, your builder should have produced a "Certificate of Completion and Possession." All deficiencies or unfinished items should have been listed specifically on this Certificate. Signing this Certificate did not take away your rights to have the builder remedy latent defects that may appear during the first year of occupancy. But it is important that all visible or known defects be listed: broken windows, missing screens, painting touch-ups, chips in the bathtub, etc.

Shortly after signing the Certificate, you should receive a dated and numbered "Warranty Certificate". Keep this, together with all other documents related to your home ownership, in a safe place.

In addition to the Warranty Certificate, you will receive a sticker showing your Warranty number. This should be affixed immediately to your electrical panel box for future reference.



Holdbacks

Where a holdback of funds has been made, and if there is a disagreement regarding payment to a builder pending completion of work, it may be advisable to jointly appoint a trustee, such as a bank or lawyer, to keep the holdback funds in trust until the work is completed to the satisfaction of ONHWP and you.

Correction procedure

During the first year of ownership, contact your builder directly in writing regarding problems covered by your Warranty. If possible, give him your warranty number. He should respond and take action promptly. But remember he must have ready access to your home. There may be a number of trades involved, and they will seldom be able to come at the same time. There is nothing as frustrating to a builder or his subcontractors as to call and find nobody at home. So try to make and keep appointments with the builder. You will have the satisfaction of seeing work completed with no wastage of time.

Some unfinished work may be seasonal in nature — landscaping, exterior painting, etc. Give the builder time to arrange for the work to be done. Send a copy of any correspondence to the Warranty Program.

Disagreements

If you believe your builder has failed to meet his obligations during the first year of your Warranty — or if you and the builder have a dispute which can't be resolved between yourselves — ONHWP will act as an unbiased referee.

First write your builder a letter listing your complaints. Then send a copy of your letter to the nearest ONHWP office. ONHWP will use its influence to persuade the builder to take corrective action.

Conciliation services

If your builder refuses to comply, or if he disputes your complaint, you can ask ONHWP to take further action. For a fee of $50.00 (which will be refunded if your complaint proves to be justified), ONHWP will send an inspector to investigate and conciliate the dispute. Both you and your builder will have an opportunity to present your points of view. The inspector will make a decision within 14 days as to which items are the builder's responsibility. If necessary, he will carry out further inspections to make sure the work is completed satisfactorily.

Should you or the builder disagree with the conciliator's decision, you have the right to request arbitration. If you are still not satisified, you may take your case to court.

Appeals are seldom necessary. Almost invariably ONHWP can resolve disagreements between owners and builders quickly, fairly and to the satisfaction of both parties.

If the builder fails to correct legitimate complaints, ONHWP will see that the work is done and charge the cost to the builder.

Major Structural Defects

Problems, if any, will usually develop in the first year your new home is occupied.

Should structural defects appear during the next four years, however, you are covered by the Warranties Plan for up to $20,000 of repairs and replacement work. This protection refers to defects that adversely affect the load-bearing parts of the structure or the use for which it was built.

After the first year, defects should be reported directly, in writing, to the ONHWP office nearest you — not to your builder. Your claim will be inves-

tigated promptly.

This coverage applies to all structural defects. It does not, however, cover damage caused by the occupants, normal wear and tear, acts of God, or other problems unrelated to the proper construction of your home. Normal maintenance is the responsibility of the owner.

If you should sell

The Warranties Plan is in force for five years from the date of possession. If you sell your home during that time, the Warranty continues for the balance of the five years. Don't forget to pass your Warranty Certificate to the new owner. If it has been misplaced, a replacement may be obtained from ONHWP. If the sale is made in the first year of occupancy, advise the new owner of any outstanding defects or deficiencies listed on the Certificate of Completion and Possession.

Condominium Homes

With condominiums, two sets of warranties are given under the Warranties Plan. One is for owners of the apartment or townhouse homes, covering defects within their units. The other is issued to the Condominium Corporation covering defects in the "common elements" shared by all unit owners.

Immediately after registration of the condominium project under the Condominium Act, the Board of Directors should arrange with the builder for the preparation of a "Certificate of Completion and Possession" covering the common elements, listing deficiencies and work remaining to be done by the builder. A copy should be sent to ONHWP which will then issue a Warranty Certificate for the common elements.

Complaints concerning the individual units should follow the procedure for a single family residence: advise the builder in writing and send a copy to ONHWP.

The board of Directors of the Condominium Corporation will submit complaints respecting the common elements to the builder and the ONHWP.

If the majority of units are still owned by the builder, the registered owners may find it useful to form a committee to present the owners' views to the Board of Directors and, if necessary, in writing to ONHWP. This action assures that the interests of all the purchasers in the common elements will be protected.

It is important that condominium home owners should understand their responsibilities. Every condominium project has by-laws governing the management of its property.

The passing or changing of by-laws requires the approval of a percentage of the members. Meeting your responsibilities as a member will contribute to the successful operation of a condominium corporation—and protect your investment too.

A final suggestion: Read your Warranty Certificate carefully. It sets forth the terms of the Warranty and the separate responsibilities of the owner, the builder and of ONHWP.

Survey Pins

When a lot is surveyed during the development of the land and before construction of the house, the surveyor installs pins at all lot corners. After the foundation has been installed, the surveyor carefully records the position of the house relative to the lot lines and a lot plan is prepared. A copy of this plan will have been given to you as part of your legal documents upon closing.

Should you wish to install a fence, hedge or any boundary feature and cannot locate the corner lot pins, it is advisable to obtain the services of a qualified surveyor to re-locate the lot lines to ensure that you do not encroach on the property of others. Do not accept any other objects or physical features as evidence of boundary lines.

Easements

Most lots have easements in favour of various public utilities so that their lines may be installed. Where services are underground, it is advisable that the appropriate utility be contacted prior to any digging for fencing, tree planting, flower beds, etc. In most communities, the utilities are pleased to stake the location of their services at no expense to you.

Drainage

Early in the land development stage, general drainage patterns are established in principle with municipal and other authorities. As construction proceeds, the drainage system is studied and care taken in the placement of the house on the lot. Seldom however can the plans anticipate every contingency and often these grading plans are altered, not in principle, but in detail. There may be some variations between grading proposals and the actual work carried out. Such modifications are not made without good reason. For example, basement window wells are sometimes installed to facilitate grading around the house. Even though a model house may have been built with or without window wells, grading conditions on any individual lot may require they be eliminated or added.

If window wells are required, it is imperative that they be kept free of leaves and other debris which may interfere with the proper flow of water to the footing drainage system.

Lot drainage systems such as swales (shallow valleys) and catch

basins are designed to direct water away from the house. These systems must be maintained by the homeowner. Leaves and other debris should be removed each spring and fall, as should snow and ice in the early spring to assure that drainage is not restricted.

You should also realize that your lot has been graded for proper drainage during a normal rainfall. Heavy or prolonged rains may result in some standing water (ponding in depressions) for a limited period of time when the soil is saturated. Homeowners should not change the grading of the lot so as to cause a drainage problem for neighbouring lots. If your neighbour should change his grading or execute landscaping plans which impede the free flow of water from your lot, there are remedies available. As this is a civil matter, a dispute of this nature is best handled through your solicitor.

Landscaping

If sod or seed are included in the contractual agreement, the following should be considered for best results.

Although the sod, when laid, is of good quality and healthy, it will require care and attention. If you are in your home before the sod is laid, you may wish to fertilize the topsoil before the sod is placed. Further fertilization, immediately after the laying of sod, will help.

Frequent, even daily, watering by the owner during the first few weeks after an area has been sodded or seeded is essential. Once the grass has "taken", weekly watering is usually adequate if you water during the growing season. Shallow watering results in a shallow root system and makes the lawn susceptible to "burning". For the same reason grass should not be cut too short; a two inch height is recommended.

Semi-annual fertilizing and weed control are also recommended. Consult your garden centre for suitable products.

Grass may grow better in one area than in another, depending on exposure to sun, wind, rain and such factors as drainage, soil type, care and attention. When the snow begins to melt, do not allow snow or ice to remain on a shaded area as this could cause "winter kill". Such accumulations can be distributed over the other area to aid the overall melting process.

Settlement of a minor nature is almost certain to occur over some areas of new lawns. If an especially even lawn is desired you may do a certain amount of retamping, top dressing or filling of such depressions to obtain a uniform surface.

In planning and installing planting beds, one must be careful not to interfere with the drainage system. Be sure that planting beds are graded away from and not toward your foundation wall.

All shrubs and trees should be kept well clear of the house. If you have trees on your property you should immediately begin a program of tree care. Literature is plentiful in libraries and bookstores; tree surgeons or horticulturists can be con-

sulted when necessary.

Walks and Driveways

Seasonal temperature and precipitation variations may cause cracks in walks and driveways. In addition, frost penetration may raise sections and change the direction of surface drainage. Affected areas may return to their original position in warm weather. These results of climatic and other natural causes are beyond the builder's control in most instances. Similarly, your driveway was designed and constructed for use by passenger cars or light delivery vehicles and not for heavy trucks. The builder cannot be responsible for damage caused by excessive loads.

One of the necessary chores relating to stone or gravel driveways is the occasional raking of these materials into wheel ruts to maintain an even surface. Because the earth around the house is usually disturbed during the building process it is likely to settle, especially when your car drives repeatedly over it. In new developments, prior to acceptance by the municipality, it may be necessary for the developer or road contractor to repair cracked or settled sidewalk and road curb sections in the path of the driveway. Should you have paved before this work is done, the builder cannot be responsible for repairs to your driveway which may become necessary.

For these reasons, stone or gravel driveway paving (if called for in your specifications) may be delayed.

Indentations or uneven areas in asphalt surfaces can be expected. Other typical characteristics include tire markings, the flaking of surface chips and checking or cracking at the edges caused by expansion and contraction. Asphalt will last for many years given normal use and care. But it is not indestructible and periodic resealing is recommended. Two of the more common sources of damage are petroleum products and bicycle or motorcycle kick stands. Gasoline will dissolve asphalt rapidly; spills or drippings should be washed away immediately. Any pointed object will sink easily into asphalt in warm weather.

Your House

Basement Walls

Basement walls are subject to many stresses. The base of the wall, being well below grade, maintains a fairly uniform temperature whereas the portion above grade is subject to a wide range of seasonal temperature variations. Such thermal changes cause concrete and many other materials to expand and contract.

Masonry

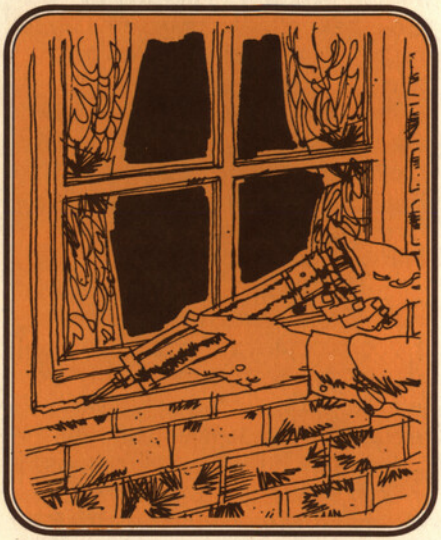
Mortar joints in brickwork are not entirely waterproof. You are advised, therefore, not to build up planting beds so as to cover any of the brickwork. Periodically check the mortar joints for signs of shrinkage (fine cracks sometimes occur between the mortar and the brick). If the mortar joints deteriorate noticeably it is advisable to have them repointed to reduce penetration by moisture. Hairline cracks are not normally a cause for concern.

You may notice that the bottom course of brick at the top of the foundation wall contains openings (usually round holes or with the vertical mortar joint left out) every few brick spacings. These are "weep holes" and should not be covered over or filled as they allow the passage to the outside, of condensation or incidental moisture through the wall face and over the base flashing.

Exterior Cladding—Siding

Factory finished sidings normally do not require repainting for many years. Due to their smooth texture they can usually be kept clean by "hosing down" although some light scrubbing, using a mild detergent, may first be necessary.

Moisture in wood siding, from whatever source, contributes to most exterior paint failures. Water from garden sprinklers, damp shrubbery close to the wall, small cracks in the siding or around door or window details and in localized areas (e.g. kitchen and bathroom walls), and excessive inside relative humidity can all lead to increased wood moisture content. If enough moisture finds its way to the back of the paint film then peeling and blistering can occur. Caulking, exposed to the weather, should be checked annually and recaulking carried out, in deteriorated areas, using a good quality caulking compound (old ineffective caulking should first be removed).



Brilliant and dark colours, while providing adequate protection, may fade more rapidly on south and west exposures and require frequent repainting to maintain their original appearance. Avoid painting in cold or damp weather and on hot days try to paint in shaded areas away from direct sunlight. Ideally one should begin on a surface that has been exposed to the warmth and drying action of the sun and then "follow the sun around". Follow the manufac-

turer's recommendations for best results. Vulnerable locations such as window sills may require cleaning and "touching up" more frequently than do other portions of the house.

If the exterior of your new home is finished with stucco, hairline cracks may appear in the finish coat after the drying and shrinking process is complete. This condition is particularly noticeable in trowelled finished stucco. It is suggested that stucco be left for a period of two years, or until normal shrinkage has taken place, and then, if desired, cracks can be corrected by applying a brush coat finish.

Wood Decking

Sundecks, verandas and raised patios are naturally subject to foot traffic, which often involves abrasives such as sand and grit and exposure to rain, snow and sun—all aggravated by snow and ice. Paint deterioration may occur on such surfaces for which there is no permanent cure other than regular care and maintenance.

Some materials used in decking are pre-finished by the supplier. Changes in colour or fading over a period of time are, therefore, beyond the control of the builder.

Weatherstripping

Annually check the weatherstripping around doors to reduce air infiltration in winter and dust and dirt in the summer. Many types of weatherstripping are available, some of which are adjustable. Regardless of the type used, there are distinct advantages to ensuring that the seal is snug. Keep weatherstripping free from paint. Lubricate rubber or vinyl products with petroleum jelly to keep them pliable.

Outside Hose Connection

If the garden hose connection has a valve inside the house it has to be shut off and drained before winter to prevent freezing and possible bursting. For the same reasons, a garden hose should never be left connected during freezing weather. Ice forming in the hose can burst the hose and connecting plumbing.

The Roof

The roof of your home should give you many years of service. It is good practice to check for loose, broken or missing shingles following heavy windstorms. Repairs should be made as soon as possible after such occurrences to prevent leakage and resultant damage to the interior.

Asphalt shingles are soft on warm days; the top surface containing protective granules can readily be damaged by walking over them. Roofs are frequently damaged by the installation of such equipment as TV and CB aerials. Care must be taken during their erection not only to avoid damaging the shingles but to assure that fastening devices are properly sealed to prevent leaks.

Minor variations in shade should not be considered abnormal or a deficiency under the Ontario Building Code.

It is impossible for manufacturers to avoid slight differences in colour

even within one factory run of a single colour of shingle. Colour shading is usually imperceptible and is further reduced by weathering. Shading of asphalt roofing does not affect durability.

Slight variations may be observed in the roof's level. These may be caused by a puckering of the plywood or the raising of shingles between nails when they expand.

Gutters, Eavestroughs and Downspouts

If gutters are installed on your home, a number of precautions should be observed. Should they become clogged with leaves, debris or ice, they cannot function and water damage could be the result. Keep gutters and downspouts free of obstructions such as leaves and paper. Surface particles from asphalt shingles, washed down by rains, often settle in gutters and should be removed. A spring and fall check is recommended.

Ice Dams on Roofs

The formation of ice dams on the eaves of sloping roofs often causes water to back up under the shingles and leak inside. Melted water running down the roof can, with rapidly falling temperature, freeze at the uninsulated overhang of the roof.

Where ice dams occur, temporary relief can be obtained by clearing the snow off the roof, particularly at the eaves, and by knocking ice formations from the eaves and valley ends, taking care not to damage the roofing.

Should the damming persist, the ventilation of the attic space should be checked to ensure proper air flow from the eaves to the roof.

Storm Doors

The installation of storm doors is recommended where non-insulated entrance doors are used. They can increase door life, reduce warpage and improve year-round convenience, comfort and heat conservation.

The Garage

Because of the nature of the material, it is not possible to prevent concrete garage floors from cracking due to shrinkage. Once the garage floor has cured, you may wish to treat it with a concrete sealer made specifically for this purpose. A reliable paint dealer can recommend suitable products.

Condensation and Relative Humidity

Condensation of moisture on windows is a common occurrence in winter. If corrective measures are not taken at an early stage, serious damage from staining, rotting and mold can result. While the problem is more acute during the first winter when the house is "drying out" (many of the materials used in construction contain moisture that must be dissipated) normal living habits contribute to high Relative Humidities (R.H.) in most homes.

The problem applies particularly to today's homes as they are tighter and better insulated than before due to new and improved building materials and practices. The National Research Council recommends that humidity should be controlled so that little or no condensation appears on the inside surface of windows. With double glazing this still permits high R.H. except during the most severe weather. The following table shows the maximum R.H. that can be tolerated if condensation is to be avoided in cold weather.

Outside Air Temperature Celsius	Outside Air Temperature Fahrenheit	Desirable Maximum Inside Relative Humidity (%) at an Indoor Temperature of 70°F (21°C)
−29	−20	20%
−24	−10	25%
−18	0	30%
−12	10	35%
− 7	20	40%

Although humidity indicators are available, you can simply use the windows as a guide to maintaining proper R.H. within the house. As soon as objectionable condensation occurs on inside window surfaces, reduce the R.H. by controlling the moisture sources or by increasing ventilation.

Window condensation is not necessarily a fault of construction. It is not readily appreciated that living habits are of prime importance, nor that a well built and insulated home is often more vulnerable to excess moisture than one that is loosely constructed.

Ventilation is often the only effective means available to the householder for removing moisture. Exhaust fans in the kitchen and bathroom will draw off moisture from cooking and bathing. Fans should ventilate to the outside and not into the attic space.

If windows are used for general ventilation, those nearest the source of moisture should be opened. Fireplaces and chimneys too are useful means of ventilation.

Basements frequently experience condensation in summer. In warm weather, basement areas, particularly near the base of the walls, in corners, and parts of the floor, are relatively cool due to surrounding earth temperatures.

When hot humid air is allowed to enter it will seek out those cool areas

and also cold water pipes, the underside of oil storage tanks, etc. and condense. Where this problem persists, basement windows should be kept open during dry weather and closed on hot humid days.

Basement

Concrete

There is little that can be done to prevent surface pitting and superficial cracking.

Should you choose to paint the floor, be sure to use a product recommended for that purpose. It should be alkali resistant and of a type that would permit continuing curing of a new floor.

Do not be alarmed if a white powder appears on some areas of the walls or floor. In the curing process, salts in the concrete are carried to the surface as moisture evaporates. This deposit can be readily brushed off and should cease following curing of the concrete.

Floor Drains

Some municipalities require a special type of basement floor drain which automatically provides replacement water for that which evaporates from the trap below the floor surface. This U-shaped trap (similar in shape to those commonly used under sinks) is designed to hold water as a seal against gases entering the basement from the sewer or household disposal system. For the conventional, non-automatic type of floor drain and trap, filling with water may be necessary from time to time to maintain a seal.

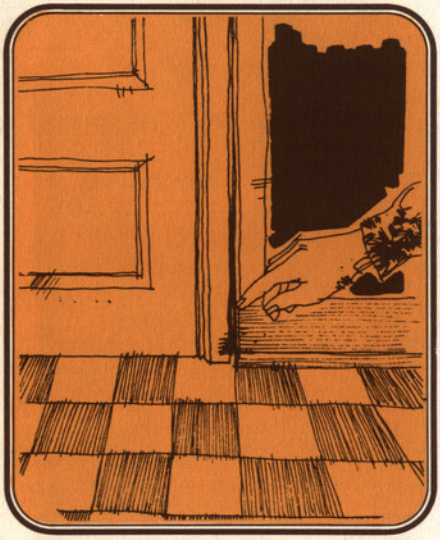
General Information

The structural lumber in your home contains moisture, some of which is absorbed during the building process. Following occupancy, and particularly during the first heating season, shrinkage caused by "drying out" may occur. The results appear in a variety of forms:

(a) thin cracks appear in exposed wood structural members (e.g. joists and beams)
(b) small gaps appear between cabinets or vanities and the walls
(c) minor joints open in door and window trim, baseboards, walls, etc.
(d) fireplace mantels may shrink slightly and separate from the wall or at joints
(e) wood flooring opens between individual pieces or settles from the baseboards at walls or under door jambs and trim
(f) squeaks develop in floor underlay, wood flooring and stair treads

(g) small gaps show between stairs or stair moldings and the walls.

These may or may not be the responsibility of your builder to correct. They may be maintenance items.



Millwork

As mentioned above, shrinkage will affect the interior wood trim and you may notice that some joints at the corners of windows, doors and baseboards will open slightly. These are normal occurrences and can be remedied with wood putty, plastic wood, coloured putty sticks or similar products—usually when you redecorate.

Drywall

If the interior walls or ceilings of your house are finished with "drywall" (gypsum wallboard) cracks may appear over doors, windows and archways due to the shrinkage of the larger sized wood members behind the drywall. Such cracking is usually minor and rarely serious. Small defects, known as "nail pops", may appear near or at the joints or adjacent sheets and at other nail or screw locations; they too relate to shrinkage of the supporting wood frame.

Cracks and "nail pops" can be repaired with patching compounds available at hardware stores or retail building supply houses. Repairs should not be undertaken until the drying out process is almost complete.

Insulation

Today's homes are required to be properly insulated to meet building standards. Particular attention is also given to providing air-vapour barriers to the room side of the insulation. Despite the strict requirements of the Ontario Building Code, local temperature variations and the type of heating system installed, no house is completely draft free.

Windows

During cold weather it may appear there are drafts around windows even though they are adequately glazed, fitted and weatherstripped. With some possible exceptions such as extreme wind conditions, the draft felt may be due to vertical air movement over the face of the window. This is convection—warm air rising and cooler air descending. Another common sensation is that of a draft experienced when sitting or standing close to a window. This chill may be

due to heat radiating from your body to the relatively colder surface of the window.

Condensation and frost on windows, including double-glazed, will occur if high relative humidity is maintained inside the house during periods of very cold weather.

A silicone lubricant or petroleum jelly is recommended for use on weatherstripping and tracks of windows. If your windows are of the horizontal sliding type with weep holes to the outside, at the bottom of the track or frame, holes must be kept clean to allow drainage.

Do not paint where wood meets wood when a window is closed. The wood is treated at the factory with a clear wood preservative and made to fit properly. Paint will cause the seal to be less effective and make it difficult to open or close the window.

Doors

All doors, especially exterior doors, are exposed to a variety of climatic conditions, including inside humidity extremes, and are subject to dimensional variations and warping. Doors tend to swell in summer and shrink in winter. Do not be hasty in adjusting doors by planing or cutting as the condition will usually stabilize. With some types of wood doors, warping is to be expected; variations of up to 1/4" out of plane in any direction of the door are considered normal. Weatherstripping is often the best solution. Purchaser should not attempt to alter or adjust the door mechanism of overhead garage doors, as it is under considerable tension and can result in serious personal injury. Call your builder or a reliable garage door installer.

If wall-to-wall carpet is installed, sufficient clearance must be left at the bottom of interior doors to permit adequate air circulation.

Hardware and Railings

The original finish on exterior locks and door handles will wear with normal use. As this occurs you may wish to remove the rest of the finish with a mild scouring powder. Once a uniform appearance is obtained you may leave the metal untreated for a naturally weathered appearance or it may be polished, using a silverware cleansing compound, followed by a coat of clear lacquer which should produce a like-new appearance.

It is not necessary to use polishing compounds on interior door hardware. Wipe them occasionally with a damp cloth and polish with a soft dry cloth.

Provided the commonly used privacy set is installed, bathroom doors can be unlocked from the outside by pushing any small pick-like instrument such as a 2" finish nail into the hole in the centre of the knob.

Lubricate locks periodically. For keyed exterior locks, powdered graphite blown into the keyhole and on the latch bolt will ensure smooth operation. For interior "passage sets" a few drops of sewing machine or similar light oil, placed on the latch bolt, will suffice.

If your railings or stairway balustrades are made of steel, they will rust if the protective finish is scratched. Avoid the use of abrasive cleaners and wipe them down with a cloth using as little water as possible. Vinyl coverings of caps, commonly used on metal railings, can be easily kept clean by regular washing with a damp cloth.

Painting and Decorating

If decorated by your builder, walls, woodwork and other surfaces are coated with products particularly suited to the use expected and the surfaces to which they are applied. Other than defects which may exist at the time of possession, no further painting will be done by the builder.

When preparing to repaint you should consider the different products available for the area to be redecorated. There are four paint textures usually considered—flat or matt, eggshell or velvet, semi-gloss or satin, and gloss. Covering capacity varies with the finish and the basis of the material and the surface to be covered. Most common materials are water-based, usually latex, or oil based; others are the oleo-resins, alkyd, epoxies and urethanes. Your supplier can advise you after considering the location and use you have in mind.

It is generally advisable to use flat or eggshell finish on walls and ceilings. Kitchens and bathrooms are usually finished with glossy paint because of the extra moisture and extra cleaning that may be required. Doors and wood trim are better treated with gloss or semi-gloss.

You should remember that brushes and rollers may be easily cleaned with water if latex or water-based paints are used. Cleaning of equipment when oil-based paints are used is much more onerous. Therefore, the merits of each type should be considered.

Heating

When the heating system of your home was selected, the rated capacity was checked to assure that the house could be heated to a comfortable temperature, taking into account climatic conditions common to your area.

On taking possession of your home, learn everything possible about the heating system and how it functions at maximum efficiency. Energy or fuel suppliers will normally provide this information free of charge. Additional help is given in equipment manufacturers' literature.

With automatic heating systems there may be occasional failure of the controls. Usually a simple adjustment is all that is required.

However, unless you are technically qualified it is best to rely on skilled help to make the adjustment.

Heating equipment can be maintained at maximum efficiency through regular inspections according to manufacturers' specifications.

If your furnace fails to start:

(a) be sure the switch is on
(b) check the fuse or circuit breaker panel for blown fuses or tripped breakers
(c) review the operating procedures in your furnace manual

The furnace will not operate, of course, unless the thermostat setting is higher than room temperature.

Where a warm air system is installed, ensure that the fan motor and fan unit are oiled twice a year, or per instructions, and that the return air filters are cleaned and/or replaced

regularly. Dirty filters restrict the supply of return air essential to efficient operation.

For optimum performance, heating outlets and cold air returns (registers) should be kept free of air flow obstructions such as carpets, furniture, etc.

If a furnace humidifier is installed, it must be checked frequently in winter to ensure that the correct water level is maintained and the reservoir and plates are clean. Power humidifiers require similar attention. Because of salt deposits from the water supply, humidifier plates deteriorate and require replacement when no longer effectively holding water. Should the relative humidity in your home be excessive in winter, causing objectionable condensation on windows, etc., it may be advisable to shut off the humidifier.

Cracking or snapping noises may occur with hot water heating systems; this means the pipes and other metal components of the distribution system are expanding or contracting with temperature changes. Such noises, particularly common on start-up, are to be expected and do not necessarily influence the performance of the system.

Plumbing

Your home has been equipped with plumbing fixtures and piping manufactured to provide lengthy service under normal conditions.

Keep to a minimum the disposal of grease, fat and similar wastes, especially petroleum products, through the plumbing system. Such materials tend to accumulate in the piping, reducing its efficiency. In addition, continuous or large scale usage of this kind can adversely affect sewage treatment systems.

Fixtures

The smooth, glossy surfaces on your plumbing fixtures are not indestructible. Harsh, abrasive cleaners will, in time, wear through the surface, making them dull and porous. Most household cleaners are slightly abrasive, but are harmless if used in moderation and with plenty of water. Steel pads and some strong cleaners can do irreparable damage, however, and you are cautioned against their use.

Avoid scraping surfaces with metal utensils. Even a stainless steel sink can be damaged by careless use.

Do not use plumbing fixtures, such as sinks, as receptacles for photographic or developing solutions; developer stains are permanent.

Never step in the bathtub with your shoes on. The sole of shoes, even though they may appear to be clean, carry gritty particles, which scratch the enamel.

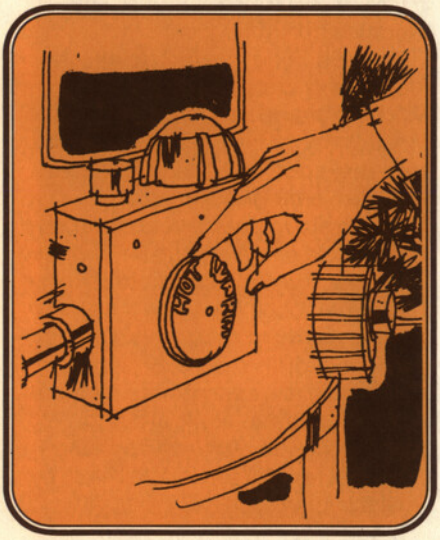
Exercise care in using the "telephone shower" if installed. The tub or cable can be damaged and cannot easily be restored to their original condition.

Most fixtures are provided with water filled traps to prevent sewer gases backing into the house. Sometimes they become plugged with a variety of deposits and may require cleaning to eliminate blockage.

Hot Water Tank

The principal causes of tank lining damage are hard water and overheating. If super hot water is needed for special purposes, be sure to reset the tank dial to normal when done. Turn the water temperature down, or switch off the tank, before going on vacation.

Most electric tanks have two elements, one top and one bottom.



Reset buttons and adjustable temperature settings are to be found under the cover plates at those locations. Be careful, when making adjustments, not to contact adjacent wire ends on terminals located near the temperature setting screw. Should the tank cease to function (no hot water) check the fuse or breaker panel before calling a plumber or electrician, or, in the case of a rented tank, the appropriate utility or fuel supplier.

If cold water is clear but hot water discoloured, the probable cause is sediment at the bottom of the tank. This sediment has an insulating effect, especially with immersion type elements, causing the heaters to operate longer than necessary with a consequent increase in energy consumption and cost. Sediment can normally be removed by opening the valve and using a piece of stiff wire to remove the blockage; before removing the valve, be sure to shut off the power and close the cold water supply valve to the tank.

Every hot water storage tank should be equipped with a pressure relief valve at the top of the tank. This is a safety device designed to open and relieve pressure should the water pressure in the tank exceed its rated working pressure. It should not be tampered with.

Faucet Repairs

Forcing faucet handles often cuts the washers and causes drips and leaks; they should be turned just enough to stop the flow of water. Noisy faucets are frequently due to loose washers.

Where a plumbing installation includes valves for individual fixtures, it is only necessary to close the valve to the fixture being repaired before replacing washers. Otherwise, first close the main water valve—usually located near the water meter on municipal systems—as this controls both hot and cold water lines.

Once the supply of water is stopped, lift the cap from the top of the "tap" handle and remove the screw from the top of the shaft exposed

inside. Carefully remove the handle by forcing it straight up — it is not threaded. Next unscrew the exposed stem assembly bushing which will allow the entire stem assembly to be removed. At the base of this assembly you will find a rubber washer held in place by a round-headed screw. Remove this screw and replace the washer with one of the same size and type. While the assembly is loose, inspect the rubber "O" ring located on the stem body. Replace this ring if necessary.

If you do not have the proper tools, or if you are not mechanically inclined, do not attempt these repairs; contact a plumber or handyman.

Ceramic Tile

This type of tile is easy to maintain and needs only to be wiped down occasionally with a damp cloth. Do not use excessive water when cleaning ceramic tile floor. A mild solution of soap and water is normally adequate.

Shower and tub enclosures should never be used without a shower curtain or door to prevent water running onto the bathroom floor. If a separation occurs between the bath tub and the wall tiles, or in the grouted joints of the tile, it is probably caused by shrinkage or by the weight of water in the filled tub. This gap should be filled immediately with a tub sealer or caulking compound. Leaving the gap may cause serious water damage.

Ceramic tile is not a resilient material, therefore, care must be taken when moving heavy appliances to insure that they are not dropped, as severe or extensive cracking may result.

Electrical System

Many advanced electrical features are included in your home and rarely will you have problems with them. When electrical outlets do fail it usually means that a fuse has blown or a circuit breaker has tripped. Frequent causes are: overloading a circuit; short circuits from worn appliance cords; defective plug connections, or the "start-up load" of some electric motors. (Motors require more current to start than to maintain them in operation).

Before calling an electrician, check your fuse or circuit breaker panel. We recommend you locate this panel and identify all circuits in writing on the panel soon after moving in and *before* an emergency occurs.

If your stove does not operate, the fuses in the stove should be checked as well as the main circuit breaker or fuse panel. Look for stove fuse locations in the manufacturer's manual.

If fuses for the same circuit fail repeatedly, it's essential to locate the cause. If it is the result of a short circuit, as opposed to an appliance overload, repairs should be made by an electrician.

Many fires occur each year from misuse of electrical equipment. Avoid alterations to your wiring by amateurs; contact an electrician or recognized appliance service agent.

Do not use bulbs larger than 60 watts in any fixture where the bulb is enclosed. The manufacturer's recommendations on bulb size are marked on all fixtures. Rooms without ceiling fixtures usually have a wall receptacle for a lamp that can be operated by a switch located near the room entrance.

Do not handle cords or fuses or

attempt to plug in appliances when your hands are wet or if you are standing on a wet surface; *never* touch anything electrical when you are in a tub or shower.

Appliances

Before you move in, the builder should check that all appliances included with the house are in working order. Electrical appliances come with instruction books and/or warranty papers. Examine these carefully, and observe the operating procedures recommended by the manufacturer. File with the manufacturers any warranty cards provided with the equipment. Do not hesitate to contact their local service agents should you have any difficulties or questions about the equipment.

Range Hoods and Exhaust Fans

For efficient range hood operation, the grease filter must be cleaned frequently. Potential fire hazards are created by grease accumulation on filters. Wash filters periodically in a mild detergent solution and dry thoroughly.

If applicable, fan motors must be cleaned and oiled according to the manufacturers' servicing instructions a copy of which you should have received. Replacement of charcoal filters should also follow manufacturers' recommendations. Many exhaust fans however have sealed systems and do not require lubrication.

Countertops and Cabinets

Plastic Laminates

To assure the long-lasting beauty of your countertops the following is recommended.

(a) Hot pans or activated electrical appliances should not be placed on laminated surfaces; use protective insulating pads.

(b) Abrasive cleaners or steel wool should never be used.

(c) Household bleach should not be allowed to remain on the surface.

(d) Do not use the surface as an ashtray or cutting board.

(e) Avoid a concentration of water or wet cloths at or near the junction of the countertop and back splash or other joints.

(f) Clean with a damp soapy cloth; for stubborn stains use a household solvent, rinsing thoroughly with clear water.

(g) Polish occasionally with glass wax, or liquid car polish, to mask superficial scratches. For a high lustre, use a good grade of lemon oil.
Keep lemon oil locked out of the reach of children.

Manufactured Marble

Sinks made of manufactured marble are durable but require the same general care as for plastic laminates. As for any highly polished surface the use of abrasive cleaners is to be avoided as should most chemical preparations.

Cabinets

Treat your kitchen cabinets as you would any fine piece of furniture. Grease spatters should be wiped off immediately. Naphtha spray waxes are not recommended as their reaction to moisture will turn some surface finishes milky. A good lemon oil is recommended.

If the cabinets are finished with a plastic laminate, follow the instructions outlined at the beginning of this section.

Floors and Floor Finishes

Hardwood Flooring

Hardwood floors are made from kiln dried material but are subject to the natural process of shrinkage and expansion. Lower inside humidity in winter, especially near heating outlets, will cause the wood to separate slightly. Too high a humidity, on the other hand, will cause expansion and may lead to cupping or swelling in the centre of the board. These movements vary seasonally and may be related to the time of year during which the flooring was installed.

Parquet or laminated wood block flooring sometimes has a tendency to "crack" or "pop" as it expands and contracts. This is no cause for alarm. High relative humidity may cause this type of flooring to lift, especially during periods of hot humid weather —or if the house is closed such as when you are on vacation.

Hardwood flooring can be both beautiful and easy to maintain. Initially it may seem that the floor is slightly rough to the touch. After a few wax applications this roughness will disappear resulting in a smooth surface with a warm lustre. Regular waxing will maintain this appearance.

The use of a high quality paste wax or a high wax content liquid wax that requires buffing is recommended. Cleaning can be made easier by using a good hardwood floor cleaner. Excessive water and harsh detergents are harmful to hardwood and their use is to be discouraged. If the hardwood floor has been sealed with a clear lacquer sealer, waxing may not be required and damp mop cleaning may be adequate.

Resilient Flooring

To preserve the appearance of tile or composite sheet materials such as vinyl, precautions should be taken against indentations from furniture. Furniture cups, which prevent heavy furniture legs from cutting or denting resilient flooring, are available at hardware stores as are smooth flat glides for lighter pieces of furniture such as chairs. Metal domes should not be used on furniture legs as they will mar the floor surface. All resilient floorings are subject to some indentation and this should not be regarded as a defect.

It may take a short period of time for floor tile adhesive to "set" completely. Normal foot traffic and the weight of furniture will aid this process. Should a tile shift during this setting period it can be reset easily. Slip a flat knife under the tile, pry up gently and push into position. (Tile should be at room temperature as some materials are brittle when cold

and break easily.) Regluing may not be necessary.

Resilient flooring should be washed with lukewarm water and a mild detergent. Harsh cleaners can cause fading, discolouration and, in some cases, make such materials hard and brittle. Stubborn scuff marks can usually be removed with a damp cloth and scouring powder. Avoid using steel wool and cleaning fluid.

Water emulsion type liquid wax, applied in thin even coats, is recommended as a protective coating for resilient floorings. Waxes containing solvents, varnish, shellac or any plastic finishing material should not be used as the solvents may cause material breakdown or buckling. Use water sparingly when washing floors; it may seep between tiles, flooring joints and places where the flooring meets baseboards and other trim. Note that some of the newer materials may not require waxing.

The seams between sheets of flooring underlay sometimes show through resilient flooring. No positive method of preventing such occurrences is known even though flooring contractors attempt to attain a level surface using appropriate fillers.

Carpeting

Carpeting is relatively easy to care for, and a simple regular plan will go far to maintaining the original appearance for many years.

Prompt removal of spots and stains, and regular removal of soil and dirt is recommended. You should ascertain the name of the manufacturer and type of materials used, from the builder if he installs it, or from the supplier if it is installed by you. The manufacturer and dealer can advise on how to get the best in service.

Fireplaces

Most people have their own special technique for lighting fires and keeping them burning to their satisfaction, so we offer no advice on that subject. We do wish to remind you, however, that unless the fireplace is in use the

damper should be closed to prevent heat loss from the house (except when intentionally used as a means of ventilation). Be sure to open the damper before lighting a fire as a room can be filled with smoke in an amazingly short time.

Safety

Smoke Detectors

Smoke detectors are now required under the Ontario Building Code. Very little maintenance is required but you should be aware of what is needed. Operation should be checked periodically to make sure the device is in working order.

Rubbish

Rubbish and trash accumulations are prime causes of fire when stored in out-of-the-way places. Animal and vegetable oil or any combustible material may ignite spontaneously under certain temperature and moisture conditions. At least one approved fire extinguisher should be kept in every home.

Waste paper and trash should be stored in metal cans and disposed of regularly. Avoid accumulations in basements, garages, etc. Stack newspapers and magazines neatly in bags, boxes or tied bundles away from the furnace or any other possible source of ignition.

Oily mops and cloths are safer from spontaneous combustion if they are hung separately where they will get plenty of ventilation; otherwise, metal containers should be used to store them.

Matches should be stored in non-combustible containers out of reach of children.

Electric Fuses

You must *NEVER* substitute a fuse with a higher capacity than that of the one burnt out. Replace a 15 amp. fuse with a 15 amp. and not a 20 amp. or 30 amp. Blown fuses are an indication of overloading, a fault in equipment or cords, or possible wiring. For your safety, check your fuses.

Storage

It is desirable to have a storage area for children's bicycles, wagons, skates, toys and other play equipment. Many household accidents are caused by leaving them scattered about.

Attics and crawl spaces (unless designed for the purpose) should not be used for storage. Such usage may overload ceiling joists causing deflection and ceiling cracks, disturb ceiling insulation and air barriers, and interrupt the moisture resistance offered by the ground cover in crawl spaces. Access hatches to both areas are for service and inspection purposes only.

Energy Conservation

This subject is too complex to be adequately covered here. There are many books, pamphlets, etc. devoted to this subject. Information is available in most public libraries, book stores, government agencies and public utilities. See Bibliography on page 25 for some helpful publications.

You may find the following publications helpful in understanding some of the problems inherent in many newly constructed homes.

1. *Climatic Information for Building Design in Canada 1975 (Supplement No. 1 to the National Building Code of Canada)—NRCC No. 13986* — Price $1.00
2. *Exterior Coatings for Wood—Canadian Building Digest No. 91* — No Charge.
3. *Ice on Roofs—Canadian Building Digest No. 89* — No Charge.
4. *The Condensation Problem—Here are the Causes and Cures—Housing Note No. 11* — No Charge.
5. *Here's a Simple and Inexpensive Way to Get Automatic House Ventilation—Housing Note No. 13* — No Charge.
6. *Coatings for Interior Walls—Canadian Building Digest. No. 90* — No Charge.

The above are available from the Publications Section, Division of Building Research, National Research Council of Canada, Ottawa K1A 0R6.

7. *The Billpayer's Guide to Furnace Servicing* — No Charge — Available by writing "Furnace Book", P.O. Box 2010, Weston, Ontario M9N 3R4
8. *100 Ways to Save Energy and Money in the Home* — No Charge — Available by writing "100 Ways", Box 3500, Station C, Ottawa K1Y 4G1
9. *Condominium Act—$1.00—Amended Act 35¢* — Available from Government Book Store, 800 Bay Street, Toronto, Ontario M5S 1Z8.

PROPER MAINTENANCE of your new home protects your investment, helps eliminate hazards and breakdowns, and ensures the safety of your family and friends. The following maintenance program is suggested. The list is not intended to cover all requirements in every home. There may be more items you will want to check for condition and repairs. Do a little each month... the small amount of time involved is well worthwhile.

JANUARY

1. Clean FURNACE FILTER
2. Check FURNACE FANBELT
3. Oil FURNACE MOTORS
4. Check WATER HEATER OVERFLOW VALVE
5. Check EXHAUST FANS
6. Clean RANGE HOOD FILTER

FEBRUARY

1. Check INTERIOR DECORATION
2. ANNUAL SAFETY CHECK
   a) Door Locks
   b) Smoke Detector
   c) Window Locks
   d) Potential Fire Hazards
   e.g. flammable materials near furnace and pipes

MARCH

1. Clean FURNACE FILTER
2. Check ATTIC FOR VENTILATION
3. Check SUMP PUMP FOR OPERATION
4. Clean RANGE HOOD FILTER
5. Clean CATCH BASIN in front of garage (if applicable)

APRIL

1. Check EAVESTROUGHS AND DOWNSPOUT
2. Clean HUMIDIFIER
3. Inspect BASEMENT or CRAWL SPACES
4. Check ROOF (loose shingles and flashing)
5. Check DRIVEWAYS and WALKS
6. Check WATER HEATER
7. Plan LANDSCAPING (including grading away from foundation)
8. Check EXTERIOR FINISHES and LIST AREAS NEEDING PAINTING

MAY

1. Inspect FENCES
2. Check CAULKING
3. Renew EXTERIOR FINISHES
4. Check WINDOWS and SCREENS
5. Check SEPTIC SYSTEM (if applicable)
6. Clean RANGE HOOD FILTER
7 Check TELEPOSTS and BEAMS
8. Check LAWN preparation
9. Check ATTIC VENTILATION
10. OIL DOOR HINGES

JUNE

1. Inspect AIR CONDITIONING
2. Check ROOF FOR LOOSE SHINGLES
3. Check OUTBUILDINGS
4. Check DOORS
5. Clean SEPTIC SYSTEM (if necessary)
6. Check SCREENS

JULY

1. Air out damp BASEMENTS on dry, sunny days
2. Clean AIR CONDITIONER
3. Check EXHAUST FANS
4. Clean RANGE HOOD FILTER
5. Check WATER OVERFLOW VALVE
6. Fertilize LAWN

AUGUST

1. Clean AIR CONDITIONER FILTER
2. Check GROUND SLOPE
3. Air out damp BASEMENTS on dry, sunny days
4. Inspect DRIVEWAYS and WALKS and REPAIR CRACKS
5. Inspect DOORS and LOCKS

SEPTEMBER

1. Check EXTERIOR FINISHES
2. Check CAULKING (windows and doors)
3. Plant new LAWN (if necessary)
4. Check FIREPLACE CHIMNEY AND CHIMNEY CAP
5. Fertilize LAWN
6. Check OIL TANK AND FILTER
7. Clean RANGE HOOD FILTER
8. Check BASEMENTS or CRAWL SPACES
9. Have FURNACE and HUMIDIFIER serviced
10. Check CAULKING AROUND BATH TUB
11. Repair CRACKS IN ALL CONCRETE SURFACES

OCTOBER

1. Check WINDOWS and SCREENS
2. Drain EXTERIOR WATER LINES INCLUDING HOSE BIBS
3. Check ROOF SHINGLES AND FLASHING
4. Check WEATHERSTRIPPING
5. Check DOORS
6. Check SEPTIC SYSTEM (if applicable)
7. Clean RANGE HOOD FILTER
8. Winterize LANDSCAPING
9. Clean FURNACE FILTER
10. Check WATER HEATER OVERFLOW VALVE
11. Check EAVESTROUGHS and DOWNSPOUTS

NOVEMBER

1. Check ATTIC FOR VENTILATION
2. Inspect FLOOR DRAINS AND POUR A PAIL OF WATER IN THE DRAIN
3. Clean RANGE HOOD FILTER
4. Clean FURNACE FILTER
5. Check TELEPOSTS
6. Check for CONDENSATION AND HUMIDITY
7. Balance HEATING SYSTEM (if necessary)

DECEMBER

1. Check AIR DUCTS AND CLEAN HOT AIR DIFFUSERS
2. Check SNOW ON ROOF
3. Clean FURNACE FILTER
4. Clean HUMIDIFIER
5. Check RUBBISH REMOVAL

THE ONTARIO NEW HOME WARRANTY PROGRAM maintains a Head Office and six Regional Offices listed below. Problems dealing with the Warranty should be referred to the nearest office.

Head Office:

600 Eglinton Avenue East
Toronto, Ontario
M4P 1P3
(416) 488-6000

Regional Offices:

Hamilton (serving Hamilton and Niagara)
499 King Street East, Suite 202,
St. John Place,
Hamilton, Ontario
L8N 1E1
(416) 522-3744

Kitchener (serving South Western Ontario)
385 Frederick Street,
(Mall), Main floor,
Kitchener, Ontario
N2H 2P2
(519) 744-0861/744-4454

Ottawa (serving Eastern Ontario)
190 Colonnade Road
Nepean/Ottawa, Ontario
K2E 7J5
(613) 727-0577

Sudbury (serving Northern Ontario)
45 Elm Street East, Suite 310,
Sudbury, Ontario
P3C 1S3
(705) 674-2314

Thunder Bay (serving North Western Ontario)
West Arthur Place,
1265 Arthur Street West, Suite 704,
Thunder Bay, Ontario
P7E 6E7
(807) 623-4791

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